Warranty and Service Information Manual 2014

For **Public Signage Displays**

Region: Europe, Middle East and Africa

OBM Customer Care and Service Department

June 2nd, 2014

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Warranty and Service Information Manual 2014 for Public Signage Displays

1. Introduction and Warranty

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1.1 - Introduction

All of our Philips Public Signage Displays are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

In case you encounter any difficulties while installing or using your Philips Public Signage Displays, we recommend that you first consult the operating instructions or the information in the support section of www.philips.com or on the CD-ROM. Secondly, contact your System Integrator who had installed your Philips Public Signage Displays or your Dealer for further assistance.

Our Philips Customer Service Representatives will provide your with additional service when needed.

1.2 - General Warranty Period

We are offering a **36 months** warranty begins on the date of your purchase. In case of a missing proof of purchase (POP), the warranty period is considered to have started from the date of manufacturing indicated on the product or from the serial number of the product and will end after 39 months.

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the following service within the warranty period:

1. **Swap Service** (refer to your region on **page 10, 11, 12**)
   - **1.1** - Your original unit will be replaced with the same model;
   - **1.2** - If option 1.1 is not possible, an upgraded model within the same product line will be offered after your approval;
   - **1.3** - If option 1.2 is not possible, an alternative model will be offered after your approval;
   - **1.4** - If you would like to receive back your original product, a Pickup, Repair and Return service can be offered.

1. **Pickup, Repair and Return Service or Carry-In Service** (refer to your region on **page 13, 14, 15, 16, 17**)
   - **2.1** - Your original product will be repaired;
   - **2.2** - If option 2.1 isn't possible, an upgraded model within the same product line will be offered after your approval;
   - 2.3 - If option 2.2 isn't possible, an alternative model will be offered after your approval.

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1.3 - Dead on Arrival (DOA) Period (*during business days)

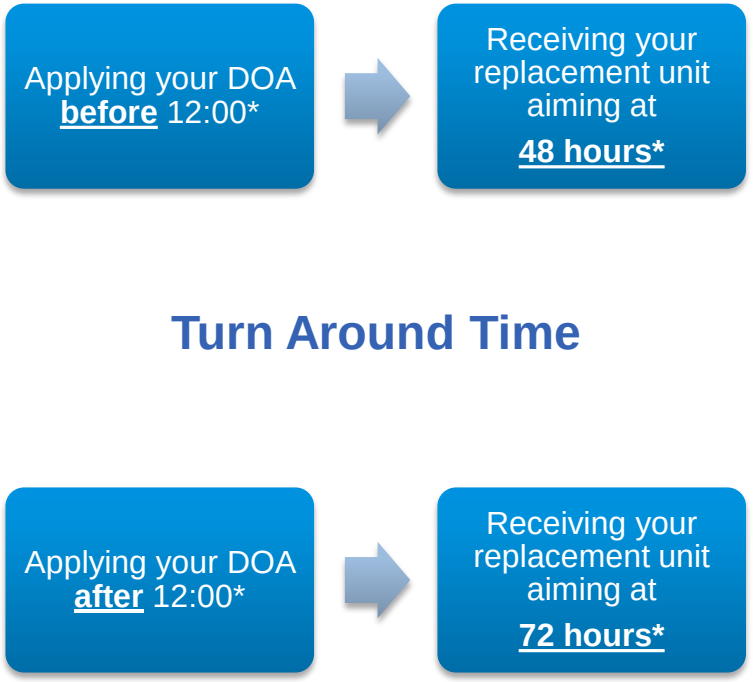
**Subject to local DOA conditions by law.

We are offering a DOA period of **7 calendar days**,** beginning on the date of your purchase. A proof of purchase (POP) must be provided for you to apply for a DOA request and your defective product must be returned completely in the original box with all the accessories included.

In case of a justified DOA claim, the same product as the defective product will be offered to you as a replacement.

We have the right to claim the costs for any missing parts or any other Customer Induced Damage (CID) which we receive.

Turn Around Time


Applying your DOA **before** 12:00*
Receiving your replacement unit aiming at **48 hours***
Applying your DOA **after** 12:00*
Receiving your replacement unit aiming at **72 hours***

1.4 - What is excluded?

Your warranty applies when the product has been handled properly for its intended use and in accordance with the operating instructions. Your warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business. Your warranty does not apply if:

- The purchase documents have been altered in any way or made illegible;
- The model- and/or serial number on the product has been altered, removed or made illegible;
- Unauthorized service organizations or persons have carried out repairs or product modifications and alterations;
- The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product;
- The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended in the user manual;
- The defect is caused by an external enclosure, assembled around the product which has not been recommended in the user manual;
- The product has been damaged - including but not limited to damage by pets, lightning, abnormal voltage, water or fire, natural disaster or transport accident;
- The product is defective due to wear of parts, which can be considered as consumable parts by their nature;
- The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.

1.5 - Out of Warranty (OOW)

After your warranty period, we can offer you a **Out of Warranty** service or a repair solution via our Certified Service Centre if you wish to make use if this service.

Please contact our Philips Customer Service Centre and a Philips Customer Service Representative will forward your request to a Certified Service Partner in your country.

Our Certified Service Partner will contact you with an estimate quotation for a service or a repair solution for you to decide accordingly.

If the Certified Service Partner cannot perform a repair solution under the offered repair quotation, we will find alternative solutions for you if possible up to 60 months (5 years) from the manufacture date, which you can find on the product label of your monitor.

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2. Service Regions

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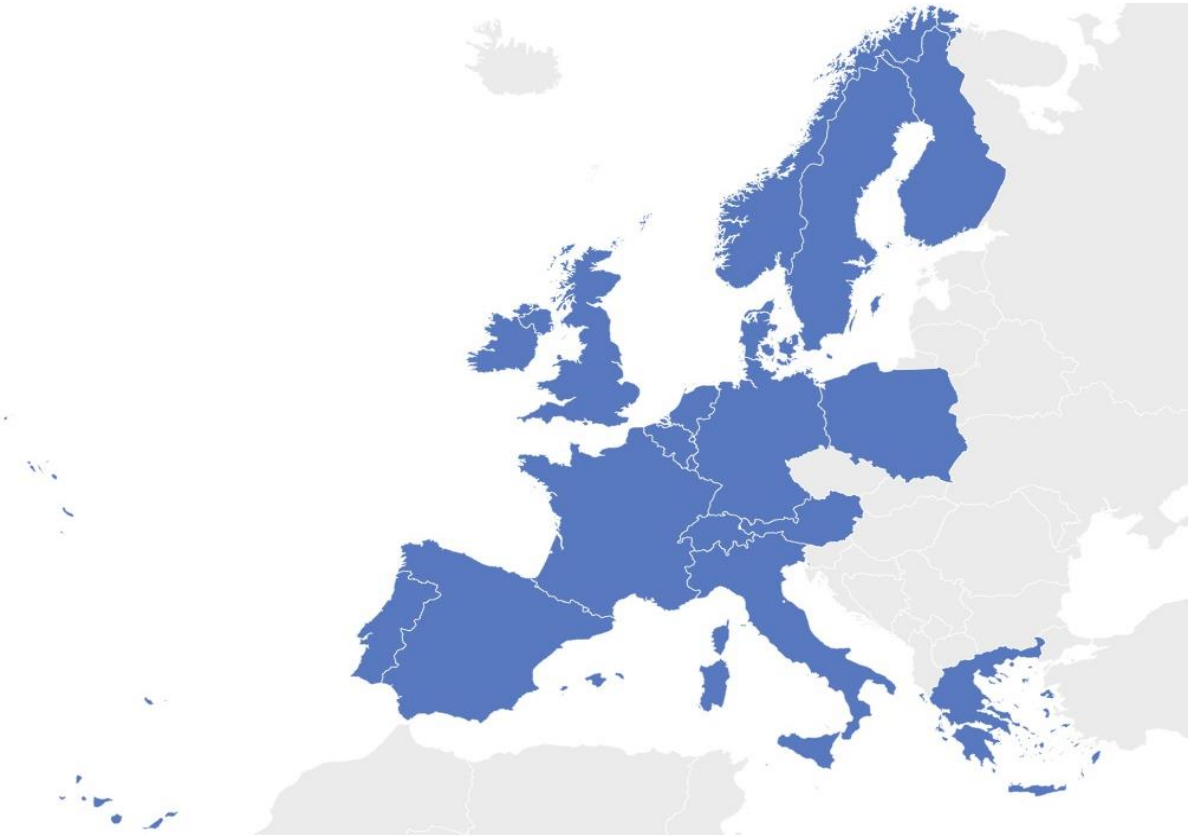
2.1.1 - Service Region with **Swap** Service



✓ A **Swap** Service will be offered in the following countries:

1. Austria
2. Belgium
3. Denmark
4. Finland
5. France*
6. Germany
7. Greece (mainland)
8. Ireland
9. Italy
10. Luxemburg
11. Netherlands
12. Norway
13. Poland
14. Portugal
15. Spain
16. Sweden
17. Switzerland
18. United Kingdom

*Note: Pickup, Repair & Return Service is limited to **mainland Europe***
**Please refer to your local point of sales for more information for service outside mainland Europe e.g., Departements d'Outre Mer (DOM) and Territoires d'Outre Mer (TOM)*

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2.1.2 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **Austria, Belgium, Denmark, Finland, France** (mainland)**, Germany, Greece** (mainland)**, Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom**

Contact our Philips Customer Service Centre
Verify and approve your RMA case
Shipping out your replacement unit
Performing a box to box swap at your address
Case Closed
Onsite Swap aiming at 48 hours*

Note: If an Onsite Swap isn't available in any situation, an Advanced Swap service will be offered to you instead.

Turn Around Time

Applying your RMA **before** 12:00* → Receiving your replacement unit unit aiming at **48 hours***

Applying your RMA **after** 12:00* → Receiving your replacement unit aiming at **72 hours***

Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!

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2.1.3 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **Austria, Belgium, Denmark, Finland, France (mainland), Germany, Greece (mainland), Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom**

Contact our Philips Customer Service Centre
Verify and approve your RMA case
Shipping out your replacement unit
Delivering your replacement unit at your address
Picking up your defective unit after 1 week
Case Closed
Advanced Swap
aiming at 48 hours*

Note: If an Onsite Swap isn't available in any situation, an Advanced Swap service will be offered to you instead.

Turn Around Time

Applying your RMA **before** 12:00* → Receiving your RMA unit aiming at **48 hours***

Applying your RMA **after** 12:00* → Receiving your RMA unit aiming at **72 hours***

Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!

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2.2.1 - Service Region with **PickUp, Repair & Return** (PUR) and **Carry-In** (CAI) Service

✓ A **PickUp, Repair & Return or Carry-In** Service will be offered in the following countries:

1. Bulgaria
2. Croatia
3. Cyprus
4. Czech Republic
5. Hungary
6. Israel
7. Romania
8. Serbia
9. Slovakia
10. Slovenia
11. Russia
12. Turkey
13. Ukraine

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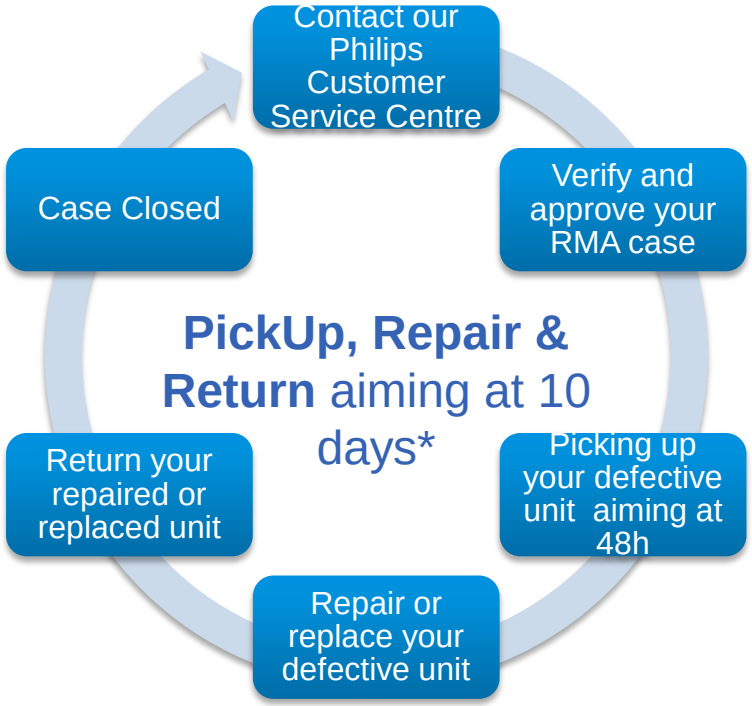
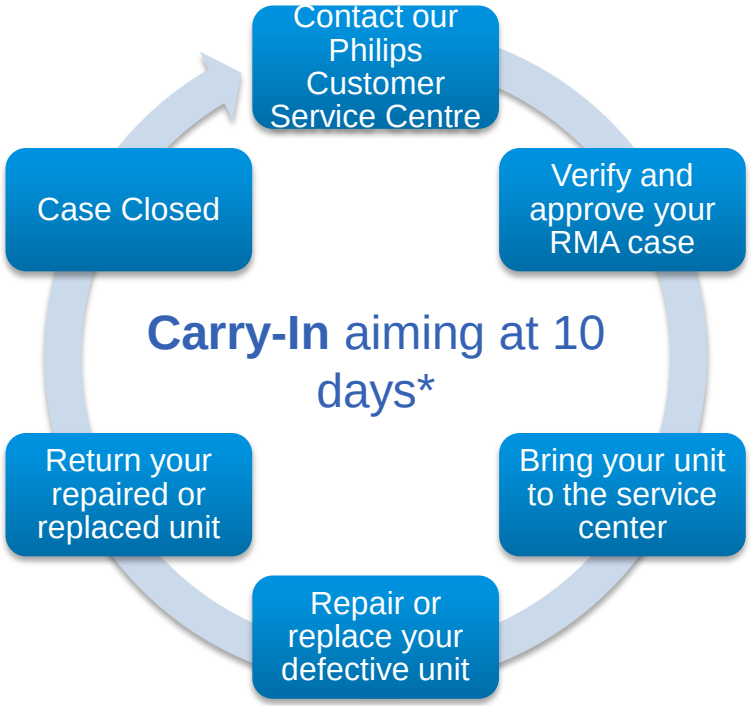
2.2.2 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **Bulgaria, Croatia, Cyprus, Czech Republic, Hungary, Israel, Romania, Serbia, Slovakia, Slovenia, Russia, Turkey, Ukraine**


Contact our Philips Customer Service Centre
Verify and approve your RMA case
Picking up your defective unit aiming at 48h
Repair or replace your defective unit
Return your repaired or replaced unit
Case Closed
PickUp, Repair & Return aiming at 10 days*

Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!


Contact our Philips Customer Service Centre
Verify and approve your RMA case
Bring your unit to the service center
Repair or replace your defective unit
Return your repaired or replaced unit
Case Closed
Carry-In aiming at 10 days*

Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!

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2.3.1 - Service Region with **Carry-In** (CAI) Service

- ✓ A **Carry-In** Service will be offered in the following countries:

1. United Arab Emirates (UAE)
2. Qatar

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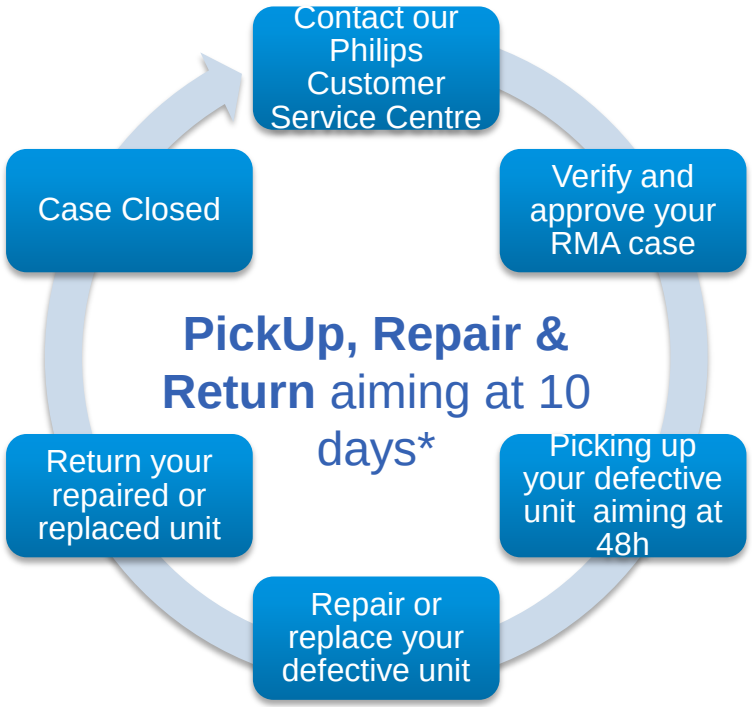
2.3.2 - Service Region with **Carry-In** (CAI) Service

- ✓ A **Carry-In** Service will be offered in the following countries:

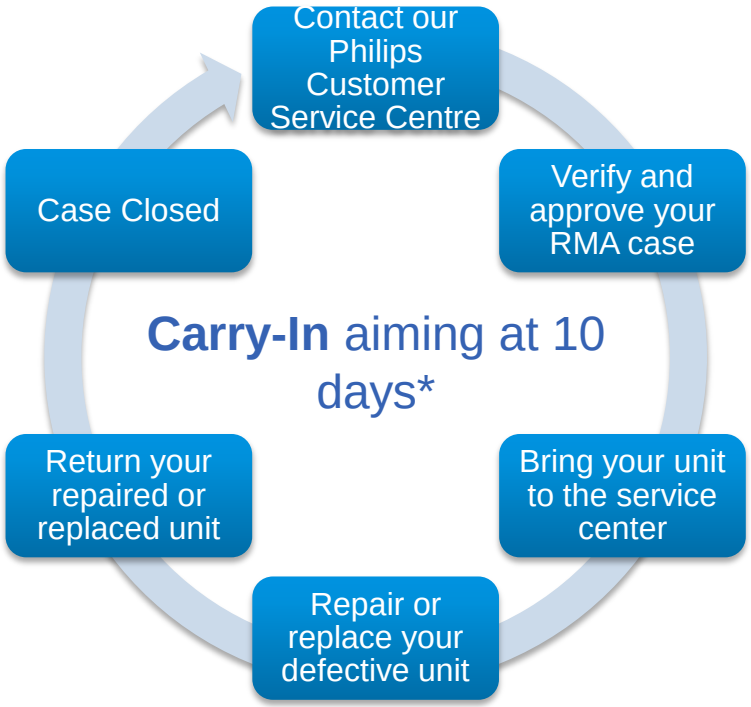
1. South Africa

2.3.2 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **United Arab Emirates (UAE), Qatar, South Africa**


Contact our Philips Customer Service Centre
Verify and approve your RMA case
Picking up your defective unit aiming at 48h
Repair or replace your defective unit
Return your repaired or replaced unit
Case Closed
PickUp, Repair & Return aiming at 10 days*

Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!


Contact our Philips Customer Service Centre
Verify and approve your RMA case
Bring your unit to the service center
Repair or replace your defective unit
Return your repaired or replaced unit
Case Closed
Carry-In aiming at 10 days*

Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!

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How to contact Customer Support

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3.1 - When Customer Service is needed

A **PMON (RMA) number** (**R**eturn **M**aterial **A**uthorization) will be issued after your case has been accepted for warranty service.

In order to avoid unnecessary inconvenience, we advise you to follow the following steps before contacting the Philips Customer Service Representatives:

- Read the operating instructions carefully
- Consult the support section of www.philips.com
- Consult the user manual support section on the CD-ROM
- Consult your System Integrator or your Dealer

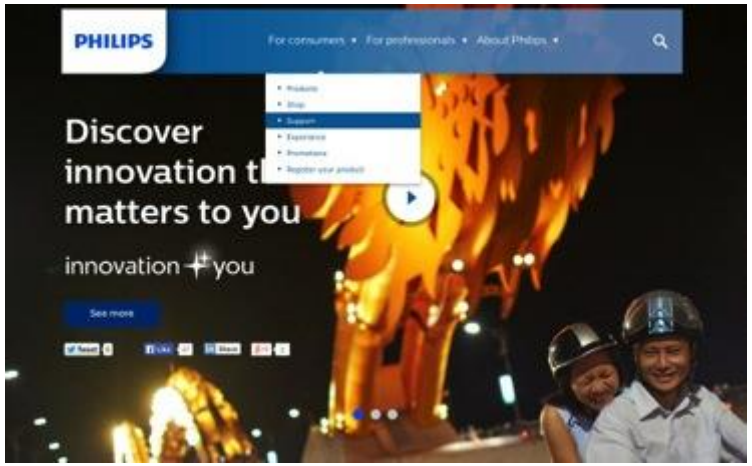
To obtain service within the warranty period please contact the Philips Customer Service Centre. Contact details of the Philips Customer Service Centre can be found on www.philips.com or the hotline list, which can be found in this document.

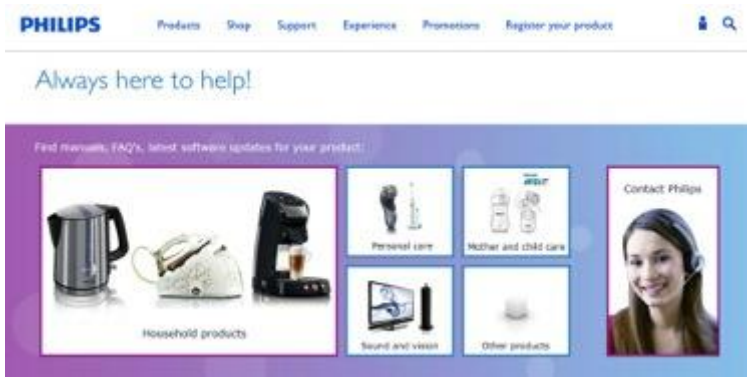
To be able to help you efficiently when you contact your System Integrator, Dealer or a Philips Customer Service Representative, please have the following items available:

- The original invoice or cash receipt, indicating the date of purchase, dealer name and model number of the product;
- Your product serial number, which can be found on the back or bottom of the product.

3.2.1 - How to contact Customer Service

www.philips.com

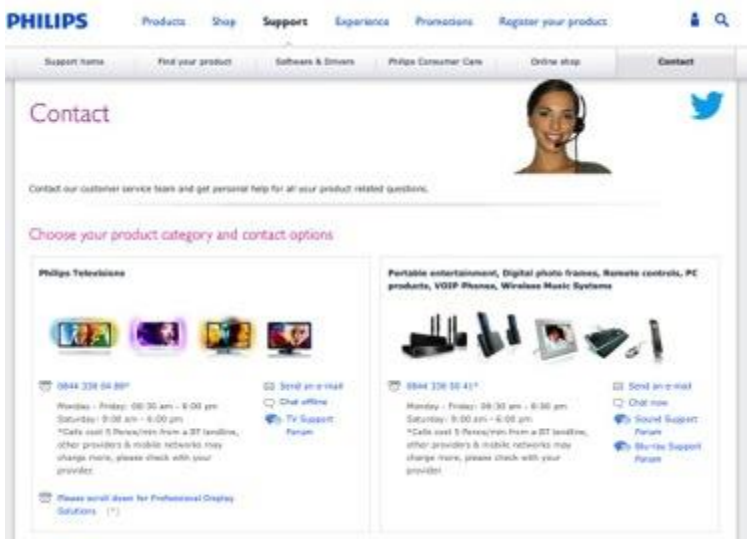




1. Go to www.philips.com
2. Choose **For consumers** and press on **Support**
3. Press on **Contact Philips**

3.2.2 - How to contact Customer Support

www.philips.com



Professional Display Solutions
Signage Solutions, Monitors, Hospitality TV
0207 949 0069
Monday - Friday: 08:00 am - 05:00 pm
(Dial the entire 11 digit number)
Send an e-mail

- Choose the product category and contact for **Signage Solutions and Monitors**
- Standard opening hours between are 9:00 – 17:00

4. Scroll down to find the contact option for **Signage Solutions and Monitors**

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3.2.3 - How to contact Customer Support

Standard service hours: 09:00 – 17:00

No	Western Europe	Hotline Number
1.	Austria (€ 0,07)	(+43) 1502842133
2.	Belgium (€ 0,06)	(+32) 27007360
3.	Cyprus (toll free)	800 92 256
4.	Denmark (local tariff)	(+45) 3525 8761
5.	Finland (local tariff)	(+358) 09 2290 1908
6.	France (€ 0,09)	(+33) 157324070
7.	Germany (€ 0,09)	(+49) 0696 6404383
8.	Greece (local tariff)	(+30) 00800 3122 1223
9.	Ireland (Local tariff)	(+353) 01 601 1161
10.	Italy (€ 0,08)	(+39) 245287030
11.	Luxemburg (local tariff)	(+352) 26 84 30 00
12.	Netherlands (€ 0,10)	(+31) 10 428 9533
13.	Norway (local tariff)	(+47) 2270 8250
14.	Portugal (toll free)	0800 780 902
15.	Spain (€ 0,10)	(+34) 915909335
16.	Sweden (local tariff)	(+46) 08 632 0016
17.	Switzerland (local tariff)	(+41) 02 2310 2116
18.	United Kingdom (local tariff)	(+44) 0207 949 0069

No	Eastern Europe	Hotline Number
1.	Bulgaria (local tariff)	(+359) 2 960 2360
2.	Croatia (local tariff)	(+385) 01 640 1111
3.	Czech Republic (local tariff)	(+420) 272 188 300
4.	Hungary (local tariff)	(+36) 1 814 8080
5.	Poland (local tariff)	(+48) 0223491505
6.	Romania (local tariff)	(+40) 021 2101969
7.	Serbia (local tariff)	(+381) 011 20 70 684
8.	Slovakia (local tariff)	(+421) 2 49207155
9.	Slovenia (local tariff)	(+386) 1 530 08 24
10.	Russia (local tariff)	8 800 220 00 04
11.	Turkey (local tariff)	(+90) 212 444 4 832
12.	Ukraine (local tariff)	(+38) 044 525 64 95 (+380) 56 74 44225

No	Middle East & Africa	Hotline Number
1.	Dubai (local tariff)	(+971) 4 4327960
2.	Qatar (local tariff)	Refer to local dealer
3.	South Africa (local tariff)	(+27) 11 201 7777

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Thank You